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TRANSMITTAL FORM

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Total Number of Pages in This Submission

Application Number	09/944,676
Filing Date	08/31/2001
First Named Inventor	Burgin
Art Unit	3714
Examiner Name	Mosser, Kathleen Michele
Attorney Docket Number	1160215 - 0538115

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Frost Brown Todd LLC		
Signature	/William S. Morris/		
Printed name	William S. Morris		
Date	03/06/2008	Reg. No.	60,477

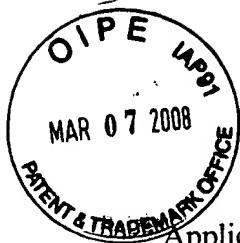
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Signature			
Typed or printed name	Merry Jo Kerekes	Date	03/06/2008

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450**.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Daniel Burgin : Paper No:

Serial No. 09/944,676 : Group Art Unit: 3714

Filed: 08/31/2001 : Examiner: Mosser, Kathleen Michele

For: System and Method for Automated End User Support

INFORMATION DISCLOSURE STATEMENT

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, Applicant herewith submits certain patent references and other information, which the Patent & Trademark Office may wish to consider in examining the above-identified application. The references are listed on the attached Form PTO-1449.

No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in § 1.56(c) more than three months prior to the filing of the information disclosure statement.

Respectfully submitted,


William S. Morriss
Registration No. 60,477

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